



# Washington State Department of Ecology

## Comments About Customer Service

"We no longer see the black smoke,"  
Alva Lissner of Sedro Woolly School  
District.

"The retrofit process was seamless. It  
was a good team effort between the  
installation team and our District," Jim  
Garhart, Director of Transportation,  
Snoqualamie Valley School District.

"The process was painless. The grant  
program and the vendors worked with  
us to make sure the retrofit process did  
not disrupt our work flow," Mike  
Ingham, Fleet Foreman.

## Common Experiences

1. **What is the average time for vehicles to be out of service during the retrofit process—3/4 hr.**
2. **How long were technicians on site?**  
**Less than a day.**
3. **Did the fleet mechanics have to get involved in the retrofit process?**  
**No.**
4. **Are the heavy-duty vehicles running as well as before?**  
**Yes.**
5. **Do drivers, mechanics and riders notice a difference in the exhaust?**  
**Yes, there is less smoke and the exhaust smells less.**

## Testimonials About Retrofit Grant Programs through the Department of Ecology's Air Quality Program



## Clients Value Retrofit Grant Programs

Alva Lissner of the Sedro Woolley School District was not sure whether she wanted to have her bus fleet retrofitted with diesel emission control devices. She knew that diesel exhaust is harmful to children and staff exposed to the fumes, but she wasn't sure how the demanding schedules and performance of the buses would be impacted by the process of retrofitting her bus fleet.

With the pick-up and drop-off schedules of her 47 bus fleet critical to the running of the district, she couldn't afford to have her buses be down for any length of time. Nor could her staff and schedule accommodate a more demanding maintenance schedule. To her surprise, neither became necessary. According to Alva Lissner and her staff, "We received such excellent service from the technical staff installing the retrofits that we didn't even know they were here." According to Ms. Lissner, the retrofitting of her fleet was a pleasant, convenient, positive experience.

## Diesel Retrofit Grants Mean You Receive More Than You Pay For!

- The Transportation Supervisor and head mechanic at Mercer Island and their drivers were surprised to realize there was no smell when they walked behind the buses in the morning after retrofits were installed. Mercer Island School District's bus facilities are located in a residential area and the supervisor said they had historically received complaints from the neighbors about diesel exhaust. Once the Diesel Oxidation Catalysts were installed, the complaints stopped. They haven't received complaints since!
- In Snoqualmie Valley School District, the Transportation Manager received a standing ovation from his bus drivers after the Diesel Oxidation Catalysts were installed!!!